

University of Arizona Integrative Health Center

Frequently Asked Questions

created for

Maricopa County Employees

1. What is the Integrative Health Center?

The University of Arizona Integrative Health Center is scheduled to open on October 22, 2012, and will be located at 3033 N. Central Avenue, Suite 700, in Phoenix. This new model of primary care was developed by the Arizona Center for Integrative Medicine, founded by Dr. Andrew Weil, in affiliation with District Medical Group. The Center will provide a full spectrum of primary care services with a strong emphasis on wellness and prevention, where your physician will take interest in you as a whole person and provide you with a broad range of conventional and evidence-based complementary health services to best suit your needs. A team of practitioners will work together to guide you in finding your own path to health and wellness.

The physicians at the Center are both board-certified in Family Medicine and graduates of the University of Arizona Center for Integrative Medicine Fellowship program. These physicians will address your medical needs by combining conventional medical approaches with other complementary care modalities while looking at all aspects of your life that contribute to your health, including nutrition, exercise, spirituality, and stress.

In addition to the usual adult primary care services, the Center will offer chiropractic, acupuncture, and stress reduction treatments as well as appointments with a staff nutritionist and health coaches, all in a fully integrated manner. The Center will also provide regular educational classes as well as groups, such as yoga, Tai Chi and meditation all as a part of its regular services.

2. What is the difference between Alternative Medicine and Integrative Medicine?

Integrative Medicine is a unique approach to patient care that combines conventional care (Western medicine) with other modalities that are sometimes called “complementary” or “alternative” medicine. These other modalities include Traditional Chinese Medicine/acupuncture, mind-body medicine, manual medicine (manipulation), and others. In addition, your nutrition, exercise, stress, and other aspects of your lifestyle are also explored. All interventions provided in the Center will be evidence-based.

3. Who is eligible to utilize the Center? *Any adult enrolled in either the Open Access Plus or Choice Fund Medical Plan, sponsored by Maricopa County, is eligible to utilize the services at the Center.*

4. What are the fees for using the Center?

Visits with the Integrative Physicians (MDs), nurse practitioner or physician assistant will be billed to Cigna. The Center will accept insurance payments for these visits, and will operate under the same co-pay, deductible, coinsurance, etc., structure outlined in the medical plans.

Patients at the Center must also choose between two levels of additional services, most of which are not typically covered by conventional health insurance. Each patient can choose the type and number of additional services they wish to receive, including any combination of visits with the complementary care practitioners in the Center, (which includes Traditional Chinese Medical (acupuncture), and nutritional practitioners). This also includes visits with a health coach, nutritionist, and stress reduction practitioner in addition to participation in various groups and educational classes.

Please refer to the attached fee schedule and brochure for the details on the fees.

5. Is pediatric care available?

Pediatric care will not be available at the Center initially. However, this may become available at some point in the future.

6. Will I still be able to utilize the Mayo Clinic or any other provider if I also use the Integrative Health Center?

Claims for health coverage for individuals receiving primary care at the Integrative Health Center will be processed through the medical plans. Patients may see any providers within Cigna's network under the terms described in their plan documents. However, the new Integrative Health Center will provide full service adult primary care as well as extensive other treatment options. Most patients will not need to utilize other providers unless additional care from a Specialist is required.

7. When will the Integrative Health Center be open for business?

The University of Arizona Integrative Health Center will be open for business on October 22, 2012. The Center is now scheduling appointments for its October 2012 opening.

8. Where is the Center going to be located?

The Integrative Health Center is located in Suite 700 at 3033 N. Central Avenue in Phoenix, AZ, just a few light rail stops from the County Administration Building. For those employees not working downtown, and for covered dependents that wish to receive services at the Center, there is plenty of parking that will be validated by the Center.

9. What are the Center's hours of operation?

The Center will be open from 8 am to 5 pm, Monday through Friday. However, some classes or educational groups may meet after hours or on weekends to accommodate employees' schedules.

10. How do I make an appointment at the Center (can I go as a walk-in)?

Although walk-ins can be accommodated, due to the unique combination of services delivered, appointments are recommended. Appointments may be made by calling the Center at 602-470-5577 or by email at info@azintegrativeclinic.org.

11. Will the Center provide urgent or emergency care?

The Center is not set up to provide urgent or emergency care.

12. What is the fee schedule for enrollees in the Choice Fund Medical Plan Account who pay for their services up front until their medical plan deductible is met?

A patient enrolled in this plan will pay for the covered services just like they would when visiting a healthcare provider and receiving services covered under the plan. They must pay the full cost of those visits, until the deductible is satisfied.

13. Will I need an additional ID card to utilize the Center or can I present my Cigna Medical ID card?

No additional ID card is needed. Employees and covered dependents will only need to present their Cigna Medical ID card.

14. What types of services will be available through the Center?

The full scope of adult primary care services available at the Center includes wellness, preventive care, and treatment of both recent onset and long-standing conditions as well as minor, moderate and serious illnesses. If the need for

evaluation or treatment by a specialist is required, referrals will be made and coordinated by the Center.

The University of Arizona Integrative Health Center will be staffed by board certified physicians (MDs) and a nurse practitioner or physician assistant, all of whom have completed a 2-year Fellowship in Integrative Medicine at the University of Arizona's Center for Integrative Medicine. Additionally, there will be a team of other types of practitioners that will include Traditional Chinese Medicine practitioners (acupuncturists), a chiropractor, a mind-body medicine practitioner (stress management), nutritionists, and health coaches (to support patients with needed lifestyle change).

Early in the process patients will be scheduled for a full 60-90 minute integrative health assessment during which an in-depth history and exam will be completed, needed testing or evaluations scheduled, and evidence discussed regarding the potential benefits of other therapies or groups provided through the Center. All of the various practitioners involved with each patient will meet to coordinate care, monitor progress, and ensure that each patient is getting the support they need on their personal journey toward health and wellness. Access to practitioners via telephone or secure email will be available to all patients, and timely appointments with short wait times will be provided.

Other services provided at the Center will include numerous groups and classes, including Yoga, Tai Chi, Meditation, Healthy Living, Healthy Cooking, Healthy Aging, Stress Management and many others. Also, there will be support groups available to deal with key lifestyle changes (exercise, nutrition, healthy weight, smoking cessation, healthy sleep) and many common health conditions (high blood pressure, heart disease, pre-diabetes or diabetes, and others). There will also be online resources and various educational resources made available to Center patients to support monitoring of progress in dealing with various health conditions.

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15. Will pre-authorization be required for any of the medical services available through the Center? If so, for which services?

There is no pre-authorization needed for services provided at the Center. For services provided outside of the Center itself, pre-authorization will apply as defined under the medical plan in which the member is enrolled.

16. Do I need a referral from my primary care physician to see one of the Center's providers?

This new integrative Health Center is a primary care clinic. Therefore, our integrative medicine-trained primary care physicians will provide the full range of needed primary care services. No referral is required.

17. How many Integrative Health Centers are available throughout the Phoenix area?

Initially, there will be one Integrative Health Center in the Phoenix area. However, plans are underway to open additional clinics in Phoenix based upon the growth of the initial Center.

18. Will the providers at the Center complete paperwork I need to submit to the County allowing me to be eligible for certain internal wellness programs such as the Passport to Wellness or Diabetes Management Program?

The Center staff will support Center patients in the completion and submission of the paperwork necessary to participate in any internal wellness programs provided by the County.

19. Is a visit to the Center reimbursable under a Health Care Flexible Spending Account or Health Savings Account?

Refer to the list of eligible and ineligible expenses on the ADP FSA website to determine what is reimbursable under the Health Care Flexible Spending Account.

20. Are there tobacco cessation, weight management, and other wellness programs available through the Center?

A core emphasis of the new Integrative Health Center is wellness and prevention. There will be a great deal of support for each patient as they make the changes needed to live a healthier life, including tobacco cessation, healthy nutrition, weight management, exercise, stress reduction, and improving sleep habits.

21. What happens if I need to be referred to a Specialist for care? Will the Center handle referrals?

Anytime a referral to a Specialist for care is needed, the Center will handle the referral, communicate with the Specialist to whom the patient is being referred, and follow up with the patient and Specialist regarding the care provided by the Specialist.

22. If I am utilizing the Center for chiropractic care, will I still be limited to the number of visits allowed under my plan?

If a patient receives chiropractic care at the Center, the visits will be covered under the Health Partnership Fee described above and not billed separately as a covered service under the plan. However, these visits will be reported to Cigna to be tracked against the benefit limit amounts.

23. Will the Center provide preventive care (Well Woman or Well Man exams) and if so, are those services covered at 100% under my medical plan?

The Center will provide a full range of preventive health services, including Well Woman or Well Man exams. These services will be covered at 100% as defined in the coverage description for the medical plan in which a patient is enrolled.

24. Do my visits to the Center count against the number of visits allowed under the Alternative Medicine benefit offered through my medical plan?

Yes, they do.

25. Will the Alternative Medicine benefit available through my medical plan still be offered?

Yes, you still have the same benefit regardless of whether you utilize the Cigna network or the Integrative Health Center for these services.

26. What if the provider at the Center sends me for lab work or X-rays; how is that covered and where would I go for those services?

Most lab work (blood draws, urine analysis, and cultures) will be collected at the Center and not require the patient to go elsewhere. X-ray studies will not be available at the Center, and therefore, the Center's staff will work with each patient to determine the most convenient network location at which such studies would be provided. All lab or x-ray studies will be covered as described in the medical plan in which the patient is enrolled.

27. Will the provider at the Center write prescriptions, such as for maintenance medications?

Yes. The University of Arizona Integrative Health Care Center is a full-service primary care center and will write prescriptions for maintenance and acute care medications.

27. Will the provider at the Center be part of the Cigna network or are services available through the Center considered out-of-network?

The primary care providers at the Center are part of the Cigna network.

28. Will the Center share my medical history or medical information with the County?

No personal medical history or personal medical information will be shared with the County.

29. Is this a new benefit plan offered by the County?

No. The County's benefit plans are not changing. The Integrative Medicine Clinic is a unique new health care provider that provides services covered for employees and their adult dependents enrolled in the Open Access Plus and Choice Fund medical plans.

30. Do all of the County's medical benefit plans cover services at the Integrative Medicine Clinic?

Employees and their adult dependents who are enrolled in the Open Access Plus and Choice Fund medical plans can use the Integrative Medicine Clinic for their primary medical care, and select one of the Clinic's doctors as their Primary Care Physician. Employees and dependents enrolled in the Cigna Medical Group (CMG) plan must continue to use a CMG doctor as their primary care physician.

31. Will I have to change my Primary Care Physician to use the Integrative Medicine Clinic?

To fully participate in the Integrative Medicine Clinic, covered employees and their adult dependents will need to select one of the Clinic's doctors as their PCP.

32. Will the Health Partnership Fee be prorated if I sign up for the clinic after July 1st? If so, how is the proration handled?

The University of Arizona Integrative Health Center was originally scheduled to open July 1, 2012, concurrent with the onset of the benefit year for Maricopa County employees. Due to construction delays, the clinic opening was delayed until October 22, 2012. However, it is still possible that within the remaining of the benefit year an employee may still utilize the full bundle of service purchased.

Due to the delay in opening, during the first year of operation only, should an employee or covered dependent choose to pay the employee portion of the membership fee as a one-time payment in full, and has not utilized the services in their purchased bundle by June 30, 2012, a refund will be provided based upon the services not utilized as per the refund policy. Should the employee be paying the employee portion of the membership fee on a monthly basis, the amount paid will be compared to the services utilized, and, per the refund policy, eligibility for refund will be determined.

For specifics on this refund policy, please feel free to contact the Center.

32. Is the Health Partnership Fee assessed every plan year?

Yes, with each plan year the Health Partnership fee is re-assessed to provide continued member access to the complementary care practitioners, health coaches, group activities and educational classes provided at the Center.

33. What happens to my Health Partnership fee if I leave my job at the County or my benefits coverage terminates?

A refund policy is in place based upon the number of visits or services not utilized in the bundled purchased in the event an employee leaves their job or their benefit coverage terminates. This policy makes provision for patients to continue membership privately (self funded) or to receive the applicable level of refund. For specifics on this policy, please feel free to contact the Center.

The following questions are about a two year study being conducted by University of Arizona.

34. I understand that patients who go to the University of Arizona Integrative Health Center may enroll in a research study. What is the study about?

A two year study is being conducted by the Arizona Center for Integrative Medicine at the University of Arizona College of Medicine and is about how well the Center provides services to patients; it is not a study that tests new medications or treatments. All of the care provided is evidence-based care, and no treatments are experimental. Integrative Medicine is a new way of providing primary care to patients and the study is interested in understanding how well this type of Center provides health care.

35. Am I eligible to enroll in the study?

All patients, regardless of their medical problems, who receive their primary care at the Integrative Health Center are eligible to enroll in the research study if they wish. However, participation in the study is entirely voluntary, and is not required to be a patient at the Center. Whether or not an individual participates in the study will in no way impact the type or quality of care they receive.

36. What will be required of me if I enroll in the study?

A few times a year, a study interviewer will ask you to complete a questionnaire about your experiences being a patient of the Center. Examples of questions are how long it took for you to get an appointment, how well you feel the Center providers communicated with you, or how well the providers educated you about your health. The questionnaire will take about 10 minutes to complete and may

be done online if you choose. You will not be asked for blood samples or other laboratory tests. In addition, the study will ask your permission to use information in your medical record and the health claims that are submitted to your insurance company. No information will be used without written permission.

37. How confidential is the information I provide to the study? Will my employer be told?

The information you provide is absolutely confidential; a study identification number will be assigned to you that is totally separate from any other number that could identify you. All of the information collected from you and others who are part of the study will be collective and anonymous, so no information on any one individual can be identified. No one except authorized study personnel will know you are in the study. Your health care will not be affected in any way by your enrollment in the study; no information you provide about your doctor or other provider will be shared with your employer.

38. What are the risks and benefits to me if I enroll in the study?

There are no risks, only minimal time requirements. The benefits to you are in knowing that the information you provide is important for improving the quality of health care you receive from the Center and in having helped improve care for others. In addition, the study will provide you with a modest honorarium for your time and effort after each brief questionnaire.

39. If I have additional questions about the study, is there someone I can talk with?

Yes, once the Integrative Health Center is open, you may contact the Center and ask to speak with the Study Coordinator who will be working in the Center.
